



Dale E. Dawkins

3/20/95

DEFECTS INVESTIGATION

95V-056 (61)

March 20, 1995

Mr. William A. Boehly  
Associate Administrator for Enforcement  
Office of Defects Investigation, Enforcement  
National Highway Traffic Safety Administration  
U. S. Department of Transportation  
400 Seventh Street, S.W.  
Washington, D.C. 20590

Dear Mr. Boehly:

In accordance with the provisions of the National Traffic and Motor Vehicle Safety Act of 1966 and 49 CFR Part 573, Defect and Noncompliance Reports, Chrysler Corporation herewith furnishes the Defect Information Report which contains details of a recall regarding a potential safety related deficiency in some 1994 and 1995 model year vehicles. The secondary hood latch on the subject vehicles may not properly engage due to a binding condition in the linkage.

This recall will be launched in the near future. At the time of the launch, representative copies of communications to dealers and customers will be provided. Vehicle Identification Number range and assembly plant information for the involved vehicles will also be furnished at that time.

Sincerely,

*Dale E. Dawkins*  
Dale E. Dawkins

Enclosures: Defect Information Report #638

cc: K.C. DeMeter, NHTSA

Division of Occupational Safety & Health  
California Department of Industrial Relations

DEFECTS INVESTIGATION  
OFFICE  
3/20/95 10:10 AM

Chrysler Corporation  
Fisherstone Road Center

## DEFECT INFORMATION REPORT #638

95V-056 (02)

**Submission date:** March 20, 1995

### Identifying classification of vehicles potentially affected:

<u>Make</u>	<u>Model</u>	<u>Model Year</u>	<u>Inclusive Dates of Manufacture</u>	<u>Volume</u>
Dodge	Ram Trucks (BR)	1994 and 1995	Late-January, 1994 through early-December, 1994	175,000 (est.)

**Estimated percentage containing defect:** Unknown

### Description of defect:

The secondary hood latch rod may bind on the guide bracket and prevent secondary latch engagement. If this condition occurs simultaneously with a not engaged primary latch, the hood may not be restrained.

### Chronological summary of events which were the basis for determining existence of defect:

Since some of the following events occurred concurrently, they are arranged in a general sequence covering the period from November, 1994 through mid-March, 1995.

- Chrysler began receiving field reports of hood fly up and initiated an investigation to determine the cause and scope of the condition.
- Investigation determined that the secondary latch bracket was modified in late-January, 1994, to address a noise (rattle) issue. Further analysis of this modification revealed the potential for a binding condition due to reduced clearance between the rod and guide bracket.
- The original secondary latch bracket design was reintroduced into production.
- A vehicle survey was conducted with the following results:
  - 37 of 79 secondary latches with the modified bracket design were found to have potential for binding.
  - None of 111 secondary latches with the original bracket design were found to have potential for binding.
- Potential field fix review was initiated.

**Chronological summary of events which were the basis for determining existence of defect (continued):**

- Revised bracket with an additional attachment entered production.
- Investigation determined that the affected population began when the modified secondary latch bracket entered production and ended when the original bracket was reintroduced into production. Vehicles produced during this period were then defined for recall action from assembly plant vehicle history build sequence records.
- Chrysler has received 42 field reports of hood fly up, with no accidents or injuries reported.

**Statement of measures to be taken to correct defect:**

All affected vehicles will have the secondary hood latch bracket replaced with the revised bracket. Chrysler's schedule for implementing this recall has not been finalized. We are currently arranging for a supply of the necessary replacement parts and preparing the information required for implementation. Chrysler expects to implement parts distribution and national notification to both dealers and owners when a sufficient quantity of brackets becomes available.

RECEIVED



Dale E Dawkins  
Director  
Vehicle Compliance & Safety Affairs

95 AUG -4 PM 1:55

OFFICE  
DEFECTS INVESTIGATION

July 27, 1995

Mr. Michael Brownlee, Associate Administrator, Safety Assurance  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W.  
Washington, D.C. 20590

Dear Mr. Brownlee:

Reference: NHTSA Identification Number 95V-056

Enclosed are representative copies of communications relating to the 1994 and 1995 model year vehicles involved in the referenced recall. The exact number of vehicles is 181,008, broken down as follows:

<u>Make</u>	<u>Model</u>	<u>Model Year</u>	<u>Volume</u>
Dodge	Ram	1994	105,185
		1995	75,823

The involved Vehicle Identification Number range is:

<u>Low</u>	<u>High</u>
RS515752	RS739322
RM508800	RM569202
SS100019	SS200668
SM100075	SM138938

(VIN last eight characters) - R = 1994 Model Year; S = 1995 Model Year; S = Warren Truck Assembly Plant, Warren, Michigan; M = Lago Alberto Assembly Plant, Lago Alberto, Mexico; and last six digits = sequential number.

We caution that the above range represents only the lowest and highest VIN sequential numbers included in the recall. This range cannot be used to determine conclusively that a vehicle is involved in the recall because many vehicles with a VIN within the range are not affected by the recall.

This completes Chrysler's package of information for this recall as required by the Defects Report Regulation.

Sincerely,

*W.P. Edwards*

for Dale E. Dawkins

Enclosure: Recall #638

cc: K. C. DeMeter ✓

## **IMPORTANT**

### **DEALER SERVICE INSTRUCTIONS Safety Recall #638 – Secondary Hood Latch Bracket**

- This service requirement applies only to 1994 and 1995 model year Dodge Ram (BR) trucks built from
  - January 21, 1994 through October 25, 1994 at the Dodge City Assembly Plant ("S" in the 11th VIN position)
  - March 26, 1994 through December 8, 1994 at the Lago Alberto Assembly Plant ("M" in the 11th VIN position)
- The secondary hood latch rod may bind on the guide bracket and prevent secondary latch engagement. To correct this condition, the secondary hood latch bracket must be replaced.

#### **Parts Packages**

- Each involved dealer, to whom vehicles in the recall were invoiced, will receive enough Hood Latch Bracket Packages to service about 25% of those vehicles.

No. 638  
July, 1995

**To:** All Dodge Truck Dealers

**Subject:** Safety Recall #638 -- Secondary Hood Latch Bracket

**Models:** 1994 and 1995 Model Year Dodge Ram (BR) Trucks Built From:

- January 21, 1994 Through October 25, 1994 at the Dodge City Assembly Plant ("S" in the 11th VIN position)
- March 26, 1994 Through December 8, 1994 at the Lago Alberto Assembly Plant ("M" in the 11th VIN position)

The secondary hood latch rod may bind on the guide bracket and prevent secondary latch engagement. If this occurs when the primary (main) latch is not engaged, the hood may fly open when the vehicle is being driven. To correct this condition, the secondary hood latch bracket must be replaced.

**IMPORTANT:** Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Dealers should also consider this requirement to apply to used vehicle inventory, and should perform this recall on vehicles in for service as determined by using DIAL System Function 70.

Details of this service action are explained in the following sections.

#### **Service Procedure Videotape**

No videotape of the service procedure for this recall will be provided.

#### **Dealer Notification & Vehicle List**

**Involved dealers:** Each dealer to whom involved vehicles were invoiced (or the current dealer at the same street address) will receive a copy of this dealer recall notification letter and a list of the involved vehicles by first class mail.

The Vehicle List is arranged in Vehicle Identification Number (VIN) sequence. Owners known to Chrysler are also listed. The lists are for dealer reference in arranging for service of involved vehicles.

**All other dealers:** Each Dodge Truck dealer who does not receive a Vehicle List will receive a copy of this dealer recall notification letter by first class mail.

## DIAL System Function 70

All involved vehicles will be entered to DIAL System Function 70 at the time of recall implementation for dealer inquiry by VIN as needed.

### Parts

**Important:** A quantity of parts will be distributed initially and billed to all involved dealers. This quantity will cover a portion of the total vehicles involved. Additional parts may be ordered as needed to support customer demand.

Each involved dealer, to whom vehicles in the recall were invoiced (or the current dealer at the same street address), will receive enough Hood Latch Bracket Packages, Recall PN CBRA6380, to service about 25% of those vehicles.

Each parts package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Secondary Hood Latch Bracket Assembly
3	Screws
1	Instruction Sheet

### Owner Notification and Service Scheduling

All involved vehicle owners known to Chrysler are being notified of the service requirement by first class mail. They are requested to schedule appointments for the service with their dealers. A copy of the owner notification letter is attached.

Enclosed with each owner notification is an Owner Notification Form. The involved vehicle and recall are identified on the form for owner or dealer reference as needed.

### Service Procedure

1. Open hood, then unclip and remove the secondary latch rod and release handle assembly (Figure 1).
2. Remove two (2) screws holding the bracket assembly to grille support, then discard the bracket and screws (Figure 1).

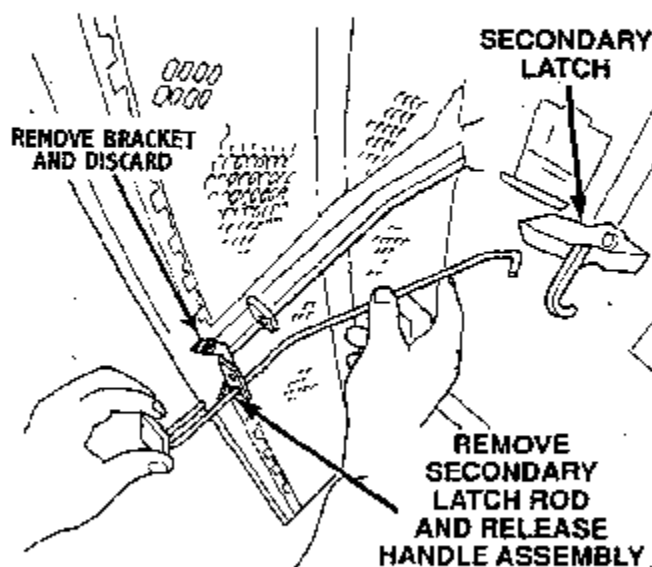
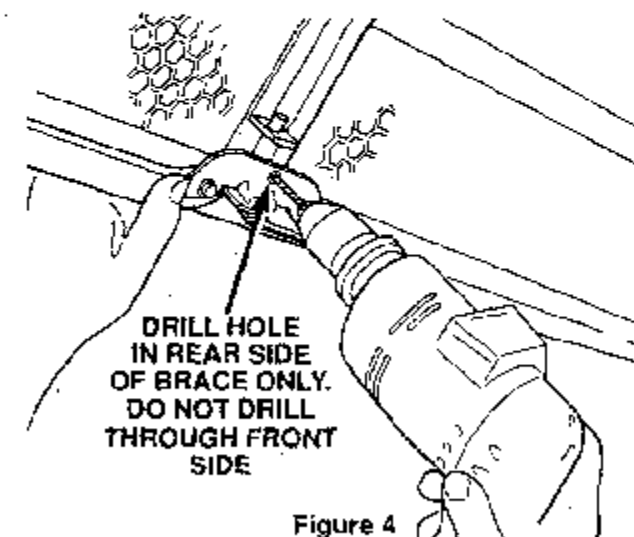
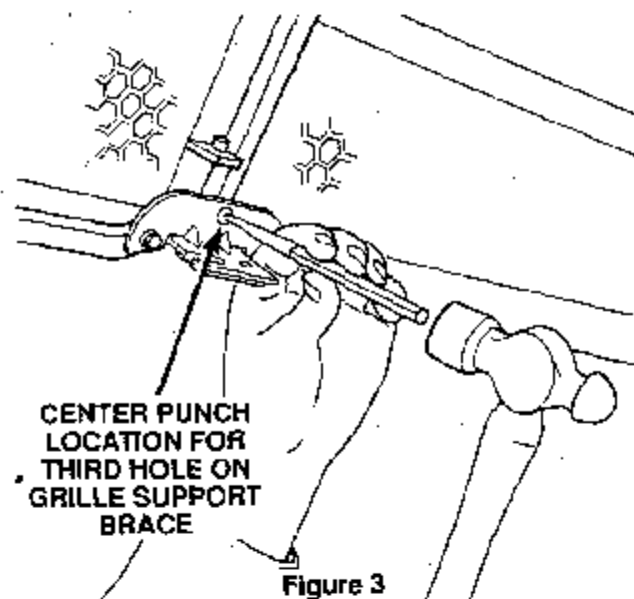
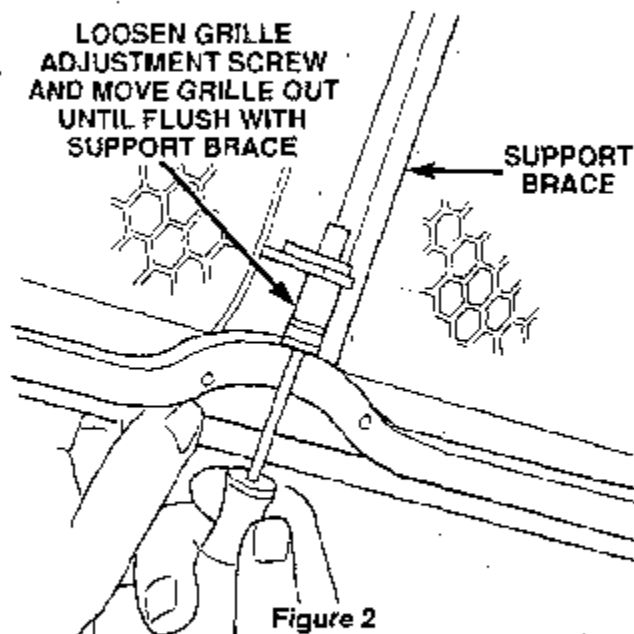


Figure 1

Service Procedure (Continued)

3. Inspect the grille-to-support brace fit to ensure that the grille does not protrude beyond the inboard surface of the support brace. If necessary, loosen the grille adjustment screw and move the grille out until it is flush with the inboard surface of the grille support brace (Figure 2).
4. Tighten grille adjustment screw.
5. Install the provided bracket using two of the new screws.
6. Using the new bracket as a template, center punch the location for the third hole on the grille support brace (Figure 3).
7. Drill a 3/32" (3.7 mm) hole in the grille support brace (Figure 4).

**CAUTION:** Drill hole in rear side of grille support brace only. Do not drill through the front side of grille support brace.





**Service Procedure (Continued)**

8. Install the remaining screw into the drilled hole and torque all three screws to 40 in-lbs (4.5 N·m) (Figure 5).
9. Reinstall secondary latch rod and release handle assembly. Make sure plastic clip at secondary latch is fully seated onto rod.
10. Cycle the secondary latch several times to ensure that it operates freely.
11. Close the hood and unlatch the primary hood latch. Without touching the secondary latch, pull up on the hood vigorously several times to ensure that the secondary latch engages properly.

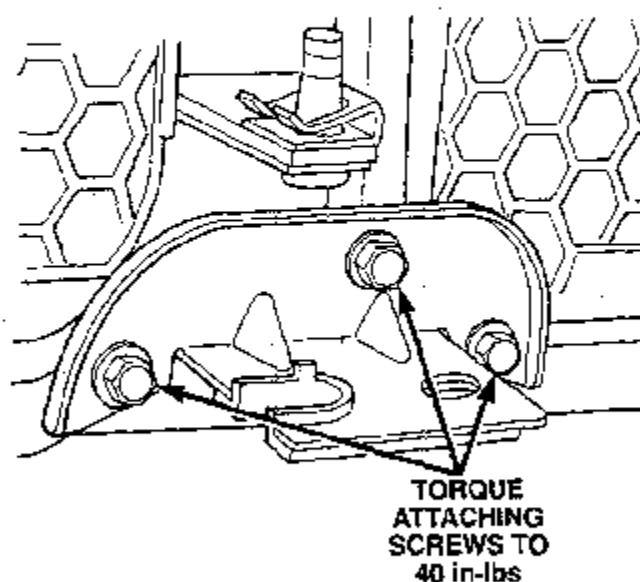


Figure 5

**Completion Reporting and Reimbursement**

Claims for vehicles which have been serviced must be submitted on the DIAL System. Claims submitted will be used by Chrysler to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Replace secondary hood latch bracket	23638182	0.2 hours

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

**Note:** See Warranty Policy and Procedure Manual, Chapter 6, Subsection H for complete recall claim processing instructions.

**Parts Return**

Not required.

**Vehicle Not Available**

If a vehicle is not available for service for a known reason, let us know by filling out the pre-addressed Vehicle Disposition Form portion of the Owner Notification Form or describe the reason on a postcard and mail to:

Chrysler Corporation 429-10-04  
P.O. Box 1919  
Detroit, Michigan 48231-1919

Following the above procedures will expedite the processing of your claim.

If you have any questions or need assistance in completing this action, please contact your Zone Service Office.

Customer Services Field Operations  
Chrysler Corporation

## ***SAFETY RECALL TO REPLACE YOUR VEHICLE'S SECONDARY HOOD LATCH BRACKET***

Dear Ram Truck Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Chrysler Corporation has determined that a defect which relates to motor vehicle safety exists in some 1994 and 1995 Dodge Ram trucks.

***The Problem is...***

The secondary hood latch rod on your Ram truck (identified on the enclosed form), may bind on the guide bracket and prevent secondary latch engagement. If this occurs when the primary (main) latch is not engaged, the hood may not be restrained. This might allow the hood to fly up while driving without any warning and possibly cause a vehicle crash.

***What you must do to ensure your safety...***

- Simply contact your Dodge dealer right away to schedule a service appointment. Ask the dealer to hold parts for your vehicle or to order them prior to your appointment.
- Bring the enclosed Owner Notification Form with you to your dealer. It tells the dealer what service is required for your vehicle.

***What Chrysler and your dealer will do...***

Chrysler will repair your Ram truck free of charge (parts and labor). To do this, your dealer will replace the secondary hood latch bracket. The work will take about one half hour to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

***If you need help...***

If you have trouble getting your vehicle repaired, please call the Chrysler Customer Center, toll free, at 1-800-853-1403. A representative will assist you in getting your vehicle repaired. If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590, or call the Toll Free Auto Safety Hotline at 1-800-424-9393. (Washington, D.C. area residents may call 366-0123.)

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thanks for your attention to this important matter.

***Buckle up  
for Safety*** 

Customer Services Field Operations  
Chrysler Corporation  
638

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9/25

RECEIVED



55 SEP 25 AM 9:50

Dale E Dawkins  
Director  
Vehicle Compliance & Safety Affairs

OFFICE  
DEFECTS INVESTIGATION

September 22, 1995

Mr. Jonathan D. White, Chief  
Office of Defects Investigation, Safety Assurance  
National Highway Traffic Safety Administration  
U. S. Department of Transportation  
400 Seventh Street, S.W.  
Washington, D.C. 20590

Dear Mr. White:

Reference: NSA-111bdh; 95V-056

The following responds to your request for additional information regarding Chrysler recall 638 (NHTSA 95V-056).

**Q1. Under Part 573.5(c)(8), we request that Chrysler identify and describe how the remedial program will be conducted. This description should identify where repairs are to be made and how notification to purchasers will be conducted. It is otherwise assumed that this recall shall begin nationally, and uniformly, within 30 calendar days. We request that Chrysler provide a proposed schedule for the implementation of this recall. The schedule should include, but not be limited to, the date(s) of (1) notification to distributors, dealers/retailers, and purchasers; (2) the news release to the media as well as a hard copy or transcript; and (3) when parts necessary for remedy of this recall will be available. The schedule must also include an explanation for any delay in the implementation of this recall.**

**A1. The subject recall has already been implemented. Representative copies of communications were forwarded to NHTSA with our 95V-056 Defect Report of July 27, 1995 (Recall 638).**

A copy of Chrysler's May 25, 1995 press release on the subject recall is attached.

**Q2. Furnish an illustration of the hood rod and defective guide bracket involved in the recall. Furnish an illustration of the field remedy guide bracket and describe whether the field remedy guide bracket is different than the production remedy in place December, 1994. Describe any differences between the original 1994 production guide bracket and the December, 1994 production remedy.**

Mr. Jonathan D. White, Chief  
Reference: NSA-111bdh; 95V-056  
September 22, 1995  
Page 2 of 2

- A2. The subject vehicle remedy guide bracket (figure 1) utilizes three mounting screws and additional reinforcement ribs for improved strength. The December, 1994 production remedy utilizes the same guide bracket as that used at the beginning of the 1994 model year (figure 2). The initial (and December, 1994 production fix) guide bracket is mounted with two screws and is bent at a 90 degree angle. The subject vehicle guide bracket (beginning late-January, 1994) is mounted with two screws and is bent at an 84 degree angle (figure 2). This six degree angle bracket modification reduces clearance between the hood latch rod and guide bracket and creates the potential for rod-to-bracket binding on the subject vehicles.

Sincerely,

*W. Edwards*

for D. E. Dawkins  
Attachment

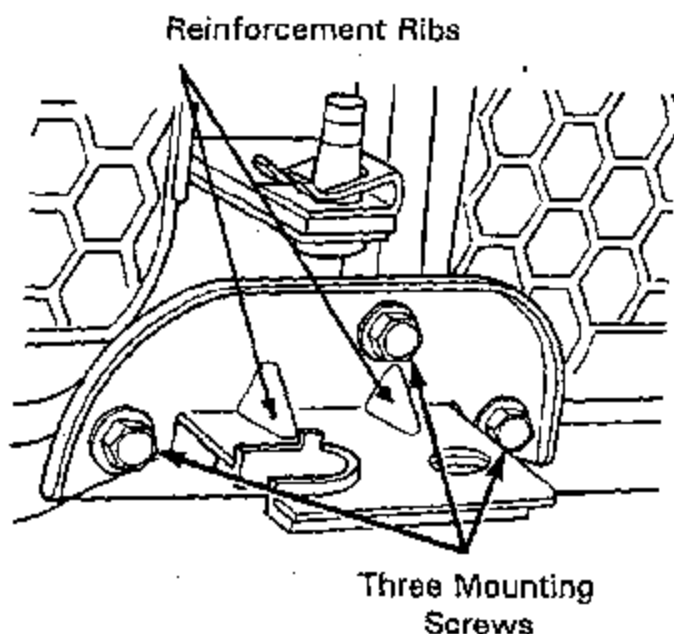


Figure 1

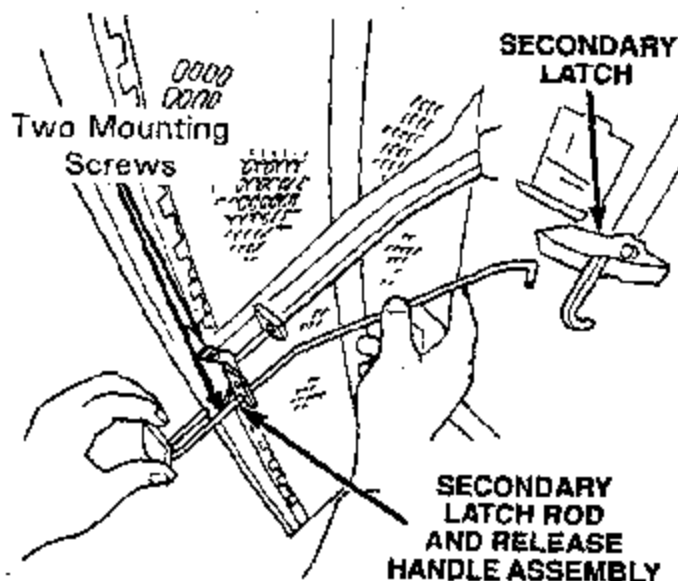


Figure 2

May 25, 1995



Chrysler Corporation  
CHRS 483-0202  
800 Chrysler Drive East  
Auburn Hills, MI 48326-2757

Contact: Alex Tsigdinos/ (810) 576-9001

**CHRYSLER NOTIFIES OWNERS OF 1995 JEEP CHEROKEES TO HAVE AIR BAG  
INSPECTED AND OWNERS OF 1994 AND 1995 DODGE RAM PICKUPS TO  
HAVE SECONDARY HOOD LATCH BRACKET REPLACED**

Auburn Hills, MI - Chrysler Corporation has notified owners of 70,000 1995 model year Jeep Cherokees built between June 1994 and early-February 1995 to have the driver-side air bag module inspected. A small number of air bag modules may have been assembled without an arming lever. If the arming lever is missing, the air bag will not deploy.

This condition was discovered during routine testing at the air bag supplier, Breed Technologies, Inc. Improved controls were immediately instituted to prevent this condition from occurring in the future.

Although fewer than 0.04 of one percent of the vehicles are estimated to have this condition, Chrysler will inspect all affected 1995 Jeep Cherokee air bag modules and replace any faulty units at no cost to owners.

There have been no field reports of air bag non-deployment.

In addition, Chrysler Corporation will notify owners of 175,000 late-1994 and early-1995 model-year Dodge Ram pickup trucks to have the secondary hood latch bracket replaced.

(22195-S)

-more-

The secondary hood latch rod may bind on the guide bracket and prevent the secondary latch from properly engaging. If this condition occurs when the primary latch is not engaged, the hood may not be restrained.

Chrysler's investigation of field reports of improper hood closure determined that the secondary latch bracket, modified in late-January 1994, has the potential for a binding condition due to the reduced clearance between the rod and guide bracket.

All affected vehicles will have the secondary hood latch bracket replaced with a revised bracket at no cost to owners.

There have been no field reports of accidents related to this condition.

###

-Public

APR 14 1995

**CERTIFIED MAIL**  
**RETURN RECEIPT REQUESTED**

Dale E. Dawkins, Director  
Vehicle Compliance and Safety Affairs  
Chrysler Corporation - CIMS 429-10-02  
Featherstone Road Center  
2301 Featherstone Road  
Auburn Hills, MI 48326-2808

NSA-111bdh  
95V-056

Dear Mr. Dawkins:

This acknowledges receipt of your Defect Information Report dated March 20, 1995, submitted in accordance with 49 CFR Part 573, "Defect and Noncompliance Reports." This recall involves 175,000 Chrysler Corporation (Chrysler) 1994 and 1995 model Dodge Ram light duty pickup trucks manufactured from January through December 1994, in which the secondary hood latch rod can bind on the guide bracket and prevent secondary latch engagement. The assigned ID Number for this recall campaign is 95V-056.

Chrysler is responsible for the remedy of these vehicles from this date forward, regardless of vehicle age, mileage, or ownership. You should know that the agency provides a listing of safety recalls to the media at the end of each month. This recall will be a part of that listing.

**ADDITIONAL INFORMATION REQUIRED**

In order for us to complete our file on this matter, please furnish the following information:

1. Under Part 573.5(c)(8), we request that Chrysler identify and describe how the remedial program will be conducted. This description should identify where repairs are to be made and how notification to purchasers will be conducted. It is otherwise assumed that this recall shall begin nationally, and uniformly, within 30 calendar days. We request that Chrysler provide a proposed schedule for the implementation of this recall. The schedule should include, but not be limited to, the dates of (1) notification to distributors, dealers/retailers, and purchasers; (2) the news release to the media as well as a hard copy or transcript; and (3) when parts necessary for remedy of this recall will be available. The schedule must also include an explanation for any delay in the implementation of this recall.



2. Furnish an illustration of the hood latch rod and defective guide bracket involved in the recall. Furnish an illustration of the field remedy guide bracket and describe whether the field remedy guide bracket is different than the production remedy in place in December 1994. Describe any differences between the original 1994 production guide bracket and the December 1994 production remedy.

Please provide this information, referencing the National Highway Traffic Safety Administration's identification codes on page 1 of this letter, to this office by **May 16, 1995.**

#### **QUARTERLY STATUS REPORTS**

Quarterly reports are due for the first 6 consecutive quarters once owner notification has begun. In the case where the recall appears to be completed, quarterly reporting is required until your company is notified otherwise by this office. As stated in Part 573.6, submission of the first quarterly status report for a recall campaign is required within 25 working days after the close of the calendar quarter in which notification to purchasers begins. For instance, the current calendar quarter begins on April 1 and ends on June 30, 1995. Therefore, the first quarterly report for recalls where owner notification begins in this quarter is due by July 31, 1995.

If you have any questions, please contact Mrs. Pat Wallace or Mrs. Barbara Hayes at (202) 366-5232 or fax at (202) 366-7882.

Sincerely,

/ s /

Jonathan D. White, Chief  
Technical Analysis Branch  
Office of Defects Investigation  
Safety Assurance